

**Service Level Agreement  
Endeavor/Voyager Library Management System  
Kentucky Virtual Library (KYVL) / Council on Postsecondary Education (CPE)**

<b>Activity:</b>	<b>KYVL Endeavor/Voyager Library Management System</b>
<b>Service Objective:</b>	<b>To provide a common library management system among the public academic institutions and other libraries who wish to benefit from shared resources, and, to ensure efficient operation of the KYVL</b>
<b>Parties:</b>	<b>Kentucky Virtual Library (KYVL) / Council on Postsecondary Education (CPE)</b>  <b>Governor's Office of Technology (GOT)</b>  <b>Institutions with databases on the KYVL Hub Servers. These include -- Campbellsville University, Eastern Kentucky University, Kentucky Department for Libraries and Archives, Kentucky Community and Technical College System, Kentucky State University, Lexmark Library, Midway College, Morehead State University, Murray State University, Northern Kentucky University, St. Catharine College, University of Kentucky, University of Louisville, Western Kentucky University, hereafter known as institutions</b>

**I. Guiding Principles:**

1. A common library management system can best provide service to the end users through a common user interface.
2. The two-hub site approach provides an economical solution and recognizes the enhanced capabilities projected for the Kentucky Information Highway to deliver KYVU and KYVL programs.
3. This agreement acknowledges the need of institutions to have direct technical support and contact with Endeavor.
4. The use of a common library management system underscores the necessity for a collaborative approach to the delivery of electronic library resources through KYVL.
5. This project, by encouraging participation by all institutions and CPE, strengthens the relationship with Endeavor and provides an opportunity to realize the best possible services at the lowest cost.
6. This project will provide an economical alternative for libraries in Kentucky to implement a common library management system. This will result in a truly statewide library system so that Kentuckians have a common interface to tap into all resources housed in the postsecondary education libraries of the Commonwealth.

**II. CPE and GOT Responsibilities**

**II. A. CPE**

1. Work with the institutions and GOT to identify necessary and appropriate communication network performance requirements.
2. Contract all communications services and network management to GOT.
3. Enter into a service level agreement with GOT on behalf of the institutions to establish minimum network performance levels to support the Endeavor/Voyager system.

**II. B. GOT**

1. Provide Help Desk Support for all network issues. Ensure that an attendant is on call 24 hours a day, 7 days a week, 52 weeks a year.

2. Manage and operate all state network equipment, and provide regular status reports to CPE and the institutions.
  3. Coordinate all network upgrades, including but not limited to network equipment and bandwidth requirements, with CPE and the institutions.
  4. Be the primary contact for all network inquiries, be responsible for informing the hub sites and client institutions on the status of the state network, the hub site networks, and the client site networks
  5. In conjunction with CPE, establish a minimum network latency response time and monitor the state network to ensure the minimum response times meet agreed upon levels.
  6. Develop quality of service and network response guarantees for the Endeavor/Voyager system. Provide the necessary Internet access to and from the Z39.50 application on the KYVL Gateway server at the University of Kentucky.
  7. Facilitate the establishment and operation of advisory groups as needed to assist and advise the hub sites regarding the operational aspects of Endeavor/Voyager system using the hub site model.
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### III. CPE and Institutions Responsibilities

#### III. A. CPE

1. Fund the acquisition of the Endeavor/Voyager base software system, OPAC and staff client software, conversion, training, and installation for each institution. The Endeavor/Voyager system will be acquired using a “hub site” model to provide direct system support to each institution.
2. Facilitate the signing of a contract with Endeavor and as part of that agreement to clearly identify the relationship between Endeavor, the hub sites and the institutions.
3. Facilitate the signing of a contract with Endeavor to include a master schedule for implementation for all institutions.
4. Facilitate problem resolutions for implementation and operational issues among GOT, hub sites and client institutions.
5. Maintain a listserv for all participants to facilitate communication regarding the installation and operation of the Endeavor/Voyager system.
6. Facilitate the establishment and operation of advisory groups, as needed, composed of representatives of each institution, to assist and advise the KYVL and the hub sites regarding the operational aspects of Endeavor/Voyager system using the hub site model.

#### III. B. Institutions

1. Participate in Endeavor/Voyager on one of the two hub sites, either at UK or U of L, subject to agreement by the CPE and the hub site as to a specific hub site location for each institution.
2. Pay for software maintenance to Endeavor and to the hubs. See attached documents for more details.
3. Protect the integrity of the common user interface by coordinating with the hub sites and with Endeavor to implement software upgrades on a synchronized and scheduled basis to ensure that system software levels are consistent and at current release levels.
4. Participate in the listserv to help communicate issues and resolve problems.
5. Participate in the advisory group to assist and advise the KYVL and the hub sites, as needed, regarding operational aspects of the Endeavor/Voyager system.
6. New institutions may be added to this agreement as per Appendix A.

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#### **IV. CPE and Hub Sites (UK & UofL) Responsibilities**

##### **IV. A. CPE**

- 1. In the first year, provide annual funding of \$100,000 each to UK and U of L for operational expenses associated with the operation of the two hub sites, and to recommend appropriate funding adjustments in subsequent years as the actual operational costs of the system at each hub site become known.**
- 2. In cooperation with the institutions and GOT, establish performance standards for the effective and efficient operation of the network and regularly evaluate the operation of the network to ensure sufficient capacities to handle the Endeavor/Voyager traffic.**
- 3. In cooperation with the institutions, monitor performance for the effective and efficient operation of the Endeavor/Voyager system and to regularly evaluate the operation of that system.**

##### **IV. B. Hub Sites (UK & UofL)**

- 1. Act as hub sites for the operation of the Endeavor/Voyager system for the KYVL under the auspices of the Council on Postsecondary Education.**
- 2. Serve the participating institutions between and among them.**
- 3. Maintain the hub site servers and appropriate network access at each hub site, and provide hardware upgrades necessary to ensure the efficient operation of the system and the local campus network under the terms of this agreement.**
- 4. House the hub site servers in a secure environment with sufficient environmental controls and electrical service augmented by an uninterrupted power supply.**
- 5. Establish and maintain timely backups, appropriate off site facilities and storage procedures.**
- 6. Establish and maintain cooperative GOT disaster recovery procedures between hub sites.**
- 7. Within the parameters available with the Endeavor/Voyager system and the support policies of Endeavor, establish and maintain the maximum possible availability of the server to the client universities. Scheduling of downtime should recognize the normal business hours of the client libraries. Ensure that an attendant is on call 24 hours a day, 7 days a week, 52 weeks a year.**
- 8. Within the parameters available with the Endeavor/Voyager system, provide an appropriate environment to process data to and from the client libraries.**
- 9. Within the parameters available with the Endeavor/Voyager system, establish and maintain an appropriate security model that protects the server's data and patron confidentiality but does not unduly interfere with the needs of the system vendor or client libraries.**
- 10. Communicate regularly with client libraries, the other hub site, the CPE, and the KYVL staff on issues related to the efficient and effective operation of the servers and the network.**

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#### **V. Hub Sites and Client Institutions Responsibilities**

##### **V. A. Hub Sites**

- 1. In conjunction with Endeavor, establish and maintain documentation of server system setup, configuration, and decisions. Documentation should be periodically communicated among hub sites, client institutions, and the CPE.**

2. Provide client sites with access to server utilities such as bulk import and export of bibliographic data, patron updates, etc.
3. Coordinate and make provision for running standard and vendor-provided jobs and reports by the client libraries.
4. Coordinate server upgrades and installation at each hub site in consultation with client libraries and their academic and operating calendars.
5. Develop in cooperation with the client institutions problem resolution procedures.
6. Maintain the hub sites in accordance with vendor requirements listed in Endeavor contract, App. C: Hub Site Support.
7. Protect the integrity of the common user interface by coordinating with the institutions and with Endeavor to facilitate software upgrades on a synchronized and scheduled basis to ensure that system software levels are consistent and at current release levels.
8. Designate individual(s) (with appropriate backup) to represent the hub's interests and act as liaison with the client sites and advisory group.
9. Communicate, on a timely basis, system and local campus network problems and resolutions with the other hub site, client institutions, CPE, and GOT.
10. Work with the advisory group, as needed, to develop policies, communicate and resolve operational issues regarding the Endeavor/Voyager system.

#### **V. B. Client Institutions**

1. Designate two (2) individuals (with appropriate backup), preferably one (1) from the information technology organization supporting Endeavor/Voyager at the respective institution, and, one (1) from the library organization to represent the client's interests and act as liaison to the hub site and be a part of the advisory group.
2. Install and maintain client software at their sites.
3. Run jobs, reports or database loads as appropriate in accordance with established schedules.
4. Install and maintain hardware and networking that meet or exceed the requirements specified by the vendor at their sites (e.g. PC installation and repair, connectivity).
5. Provide training as needed for users at their site to ensure success of the Endeavor/Voyager system.
6. Communicate functionality problems directly with Endeavor.
7. Communicate, on a timely basis, system and local campus network problems and resolutions with the hub sites and GOT.
8. Provide and coordinate local system upgrades with the hub sites, CPE, and Endeavor.

#### **VI. Length of Agreement**

This Service Level Agreement will continue in effect beginning Feb 1, 2003 and ending June 30, 2004; the Agreement may be extended for up to three additional years upon the mutual consent of all parties. With sufficient advance notice (6 months), the CPE and an institution may cancel this agreement at any time for non-compliance based on these terms.

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